



Ecclesfield Primary School

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Office Procedures

Dear Parents and Carers

As we prepare for the re-opening of school in September 2021, we would like to continue to operate a number of the office procedures which have worked well for both parents and staff over the COVID-effected months.

Parents are still requested to phone the office staff or email to request a meeting or support or for any other queries, before entering the school.

Please find below a useful table detailing the actions you will need to take in certain situations.

Communicating with staff	
What if I need to speak to a specific member of staff?	Telephone or email (between the hours of 8.00am and 4.30pm) the school office with a brief outline of your query. We will then arrange a call back for you. We use Class DoJos to promote pupils' achievements, subject information and generic educational information only. If you wish to communicate for any other reason, please contact school via telephone (0114 2467396) or email (enquiries@ecclesfield-pri.sheffield.sch.uk).
What if someone else is picking my child up from school and I need to alert the teacher?	If you have not communicated this already it is best to telephone the school office so we can notify the teacher straight away. Do not message the teacher via class dojo regarding this as they may not pick up the message in time.
What if I need to talk to the teacher at drop off and pick up?	There will be very little time to discuss messages. As above, please telephone the school office and arrange a telephone meeting with your teacher. If urgent, messages can be passed by telephoning the school office and letting them know between 8.00am-4.30pm.



Additional Needs of a Pupil

I would like to discuss concerns I have regarding my child (social, emotional, communication, language, learning, physical). Who should I contact?

Please telephone the office (between the hours of 8.00am and 4.30pm) who will arrange a call back for you from Mrs Binns or Mrs Stevenson in the first instance.

Change of Contact Details

How do I let school know if I have changed my contact details, phone number, email address or home address?

Please complete the £0.00 offer entitled 'Change of Contact Details' on your child's sQuid account.

Late Drop-Off and/or Collection of a Pupil

What if I bring my child to school late?

If you are running late, where possible please contact the school office via telephone to let the office staff know. When you arrive via the Well Lane entrance, please bring your child to the school office where they will be collected by a member of staff and taken to their classroom.

A pupil who arrives late but before the register has closed will be marked as late using the appropriate code (L).

The times where a pupil is deemed to be late is:
8.40am and 1.00pm (F2 and KS1)
8.50am and 1.10pm (KS2)

Any pupil arriving in school after the following times will be marked as U (unauthorised):
9.05am and 1.30pm (F2 and KS1)
9.15am (KS2)

What if I am running late to pick up my child?

It is imperative to collect your child on time. If there is an occasion upon which you are late, please contact the school office via telephone to inform the office staff, so that they can pass this information onto the class teacher. Your child will be brought to the office. Please collect them from the office at the Well Lane entrance.



Lost Property and Items Left at Home	
What if I need to check lost property?	Please ensure all items of clothing, coats, packed lunch boxes and water bottles are clearly labelled. As you will appreciate it is very difficult to locate missing items with no name. If you have left an item at school, please message the teacher on class dojo and they will try their best to locate the missing item. At the end of each half term (weather permitting) we will advertise dates when parents and carers can come and check lost property for missing items.
My child has left something at home. What can I do?	Items such as forgotten packed lunch boxes, water bottles, coats, etc. can be brought to the school office and a member of staff will ensure that the item is delivered to your child. Please leave the item on the table as you arrive at the outer office and alert a staff member by pressing the intercom.

Medical Issues	
My child has a new, ongoing medical issue. What should I do?	Contact school by phone to organise a meeting with a staff member who will set up a Care Plan for your child.
My child needs to take new medication. What should I do?	Contact school by phone to discuss and complete the £0.00 offer entitled " Medicine Administration " on Squid. This needs to be prescribed medicine.
Where should I drop off and collect my child's medicine daily?	Medication will only be overseen if the dosage is 4 times per day. Medication can be handed to a staff member at drop off time and will be returned to you at collection time unless you require the medication to remain in school for a longer period of time.
My child needs to have an inhaler in school. What should I do?	Complete the £0.00 sQuid offer entitled " Asthma Medication Permission " and hand the inhaler to a staff member on the first day of return to school. It will be labelled, recorded and then transferred to your child's classroom setting. All users must complete a new sQuid offer prior to 2nd September 2021 for the year.
What if I need to collect my child for a medical appointment?	Please inform the office of the day and time via telephone between 8:00am and 4.30pm or via email. When you arrive at the office to collect your child, please ring the intercom and a member of staff will send your child out to you. Where you can, please provide evidence of the appointment via email. Alternatively, let us know which surgery you will be attending and the name of the doctor/dentist.

If you have any questions, please do not hesitate to contact the office staff.
Kind regards
Mrs Binns

